



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Illinois Consolidated Telephone Company
for quarter ending September 30, 2011

| Performance Data | July | August | September | Quarterly Average |
|------------------------------------------------------------------------|---------|---------|-----------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 9.80 | 9.90 | 9.90 | 9.87 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 9.80 | 9.90 | 9.90 | 9.87 |
| C. Repair Office Answer Time [730.510(b)(1)] | 19.00 | 17.00 | 22.00 | 19.33 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 34.00 | 44.00 | 22.00 | 33.33 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 99.18% | 99.11% | 99.46% | 99.25% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 0.77 | 0.75 | 0.33 | 0.62 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 4.43% | 3.80% | 4.94% | 4.39% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.10% | 0.09% | 0.21% | 0.13% |
| J. Missed Repair Appointments [730.545(h)] | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 0 | 0 |

Comments



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